



Australian Government
Australian Public Service Commission

Employee commitment to the Australian Public Service

July 2021

Research Note 14-21



The APS Employee Census offers insights into employees' commitment to their agencies and the APS

The 2020 APS Employee Census included questions that addressed the level of commitment employees had to their agencies and the APS.

Responses to these questions can be analysed to better understand the level of organisational commitment held by APS employees.

The level of commitment employees have to their organisation is an important factor for maintaining an effective workforce.

Organisational commitment is associated with key determinants of work performance such as employee engagement. Employees who identify with their organisation's goals and values, for example, tend to have increased job satisfaction and productivity.

The majority of APS employees indicated that they were committed to their agencies and the broader APS

Respondents demonstrated their commitment to the APS through a strong belief in the purpose and objectives of the organisation (85%).

In addition, a majority of respondents felt committed to their agency's goals (83%) and nine in ten (91%) understood how their role contributed to achieving an outcome for the Australian public.

I believe strongly in the purpose and objectives of the APS



I feel committed to my agency's goals



I understand how my role contributes to achieving an outcome for the Australian public



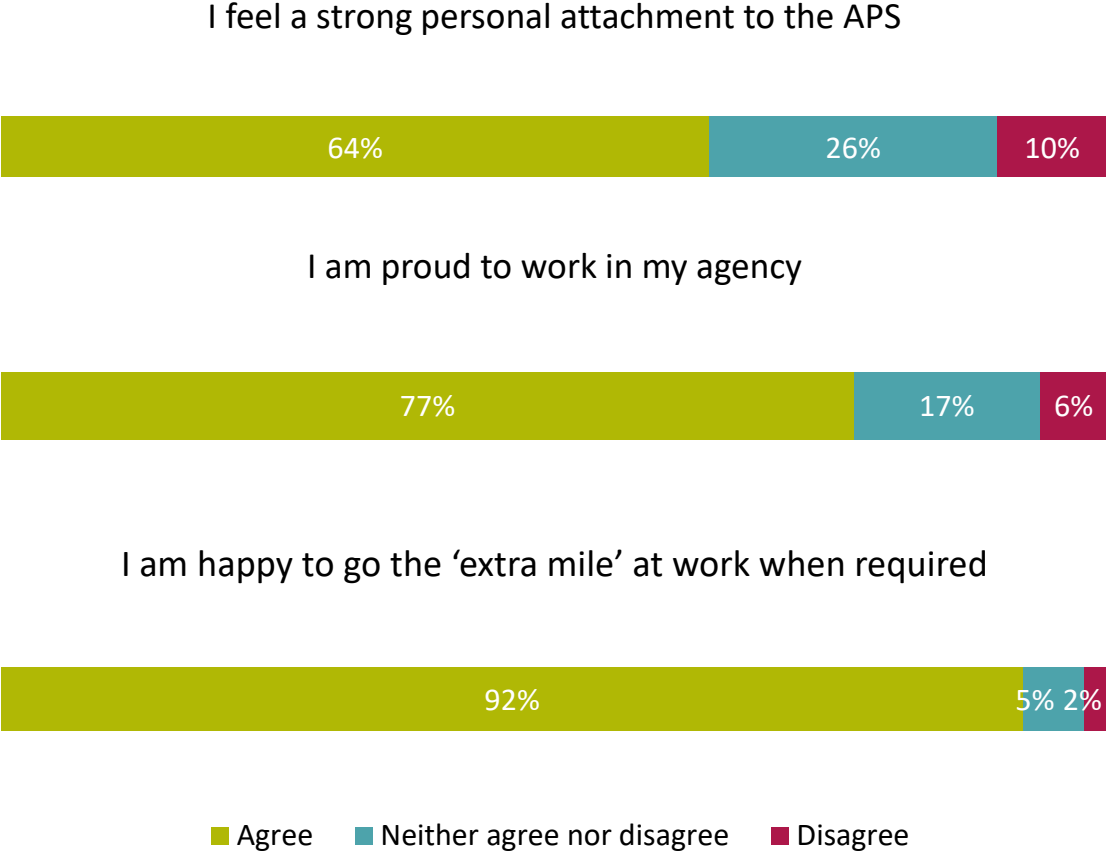
■ Agree ■ Neither agree nor disagree ■ Disagree

Most employees also felt an emotional attachment and commitment to the APS and their agencies

Almost two-thirds of respondents (64%) felt a strong personal attachment to the APS.

Over three-quarters (77%) reported that they were proud to work in their agency.

The vast majority of respondents (92%) agreed that they were happy to put in discretionary effort and go the 'extra mile' at work when required.



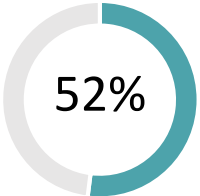
Many employees had chosen to join and stay with the APS because they believed in its purpose and could serve the public

In 2019, respondents who had worked in the APS for less than a year were asked what initially attracted them to join. Over half the respondents (52%) said one of their reasons was to serve the Australian public.

In 2020, when asked why they stayed in the APS, almost half of respondents (48%) said one reason was again service to the Australian public. In addition, more than a third of respondents (35%) cited a belief in the purpose and objectives of the APS.

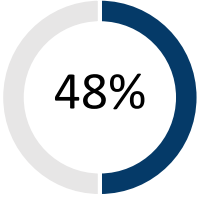
What attracted you to work in the APS?

Service to the Australian public

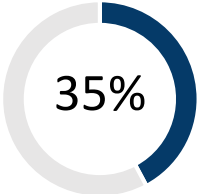


What are your reasons for staying in the APS?

Service to the Australian public



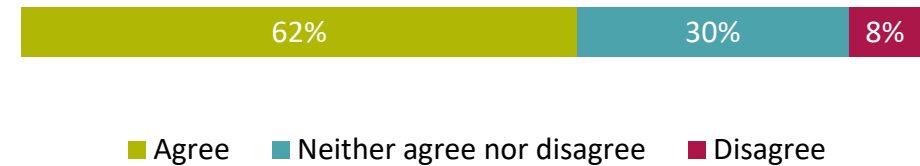
Belief in the purpose and objectives of the APS



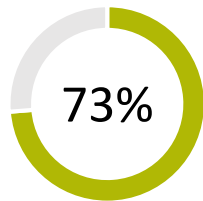
These reasons for staying in the APS were far more common amongst those who had a clarified sense of purpose

Three in five respondents (62%) agreed that crises such as the 2019-20 bushfires and COVID-19 clarified their sense of purpose in working for the APS.

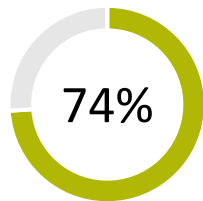
To what extent do you agree that crises such as the 2019-20 bushfires and COVID-19 clarified your sense of purpose in working for the APS?



Of these respondents...



Almost three-quarters (73%) said that service to the Australian public was one of their reasons for staying in the APS.

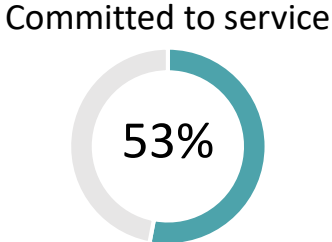


A similar proportion (74%) listed a belief in the purpose and objectives of the APS as a reason for staying.

Of the five APS Values, the largest proportion of employees had applied and most identified with *committed to service*

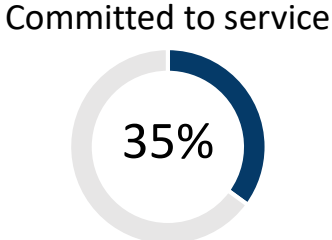
When asked to indicate which of the five APS Values they applied most to their work over the previous month, more than half (53%) said *committed to service*.

In the last month, which APS value did you apply most to your work?



A third of respondents (35%) said the APS Value they most identified with was *committed to service*.

Which APS value do you most identify with?



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